



EL894963577US

Attorney Docket No. 36968/259627 (BS00356)

DECLARATION FOR PATENT APPLICATION

☒ Original☐ Supplemental☐ Substitute☐ PCT

As below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below), or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

Software Support Guide System and Method**(Title of the Invention)**

the specification of which (check one)

☐ is attached hereto☒ was filed on July 3, 2001 as U. S. Application Serial Number 09/898,573

We hereby state that we have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

We acknowledge the duty to disclose information which is material to the patentability of this application in accordance with Title 37, Code of Federal Regulations, § 1.56(a).

We hereby claim foreign priority benefits under Title 35, United States Code, § 119 (a) - (d) or § 365(b) of any foreign application(s) for patent or inventor's certificate, or § 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified, by checking the box below, any foreign application for patent or inventor's certificate, or of any PCT international application having a filing date before that of the application on which priority is claimed.

| Prior Foreign Applications | | | Priority Claimed | | Copy Attached | |
|----------------------------|---------|----------------------------------|------------------|----|---------------|----|
| Application Number | Country | Foreign Filing Date (MM/DD/YYYY) | YES | NO | YES | NO |
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We hereby claim the benefit under Title 35, United States Code § 119(e) of any United States provisional application(s) listed below and claim the benefit under Title 35, United States Code, § 120 of any United States application(s), or § 365(c) of any PCT international application(s) designating the United States of America, listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States or PCT International application(s) in the manner provided by the first paragraph of Title 35, United States Code, § 112, I acknowledge the duty to disclose information which is material to patentability as defined in Title 37, Code of Federal Regulations, § 1.56 which became available between the filing date of the prior application and the national or PCT international filing date of this application:

| Parent Application Number | Filing Date | Status (Mark Appropriate Column Below) | | |
|---------------------------|-------------|---|---------|-----------|
| | | Patented | Pending | Abandoned |
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| | | | | |

As named inventors, we hereby revoke all prior powers and appoint the following attorney(s) and/or agent(s) to prosecute this application and transact all business in the Patent and Trademark Office connected therewith:

FIRM NAME: **KILPATRICK STOCKTON LLP**, 1100 Peachtree Street, Suite 2800, Atlanta, Georgia 30309-4530

U.S. Application No.: 09/898,573

Filed: July 3, 2001

Inventors: Charles E. Reddick and Roy Edward Glascoe, Jr.

For: Software Support Guide and System

| Attorney and/or Agent | Registration No. |
|------------------------|------------------|
| Roger T. Frost | 22,176 |
| Charles Y. Lackey | 22,707 |
| Anthony B. Askew | 24,154 |
| John M. Harrington | 25,592 |
| Robert E. Richards | 29,105 |
| Donald R. Andersen | 28,280 |
| John S. Pratt | 29,476 |
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| James L. Ewing, IV | 30,630 |
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| Larry A. Roberts | 31,871 |
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| George T. Marcou | 33,014 |
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| Dean W. Russell | 33,452 |
| Richard T. Peterson | 35,320 |
| Charles T. Simmons | 35,359 |
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| Mary Anthony Merchant | 39,771 |
| Brenda Ozaki Holmes | 40,339 |
| Lisa J. Moyles | 40,737 |
| Michael J. Turton | 40,852 |

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| Yoncha L. Kundupoglu | 41,130 |
| Scott Zimmerman | 41,390 |
| Kimberly J. Prior | 41,483 |
| Alana G. Kriegsman | 41,747 |
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| J. Jason Link | 44,874 |
| Paul E. Knowlton | 44,842 |
| Cheryl L. Huseman | 45,392 |
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| Jennifer R. Seng | 45,851 |
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| Greg Moldafsky | 46,514 |
| J. Michael Boggs | 46,563 |
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| Kyle M. Globerman | 46,730 |
| Tywanda L. Harris | 46,758 |
| Kristin D. Mallatt | 46,895 |
| Cynthia B. Rothschild | 47,040 |
| John C. Alemanni | 47,384 |
| Geoffrey K. Gavin | 47,591 |
| Robert M. Stevens | 47,972 |
| Janina Malone | 47,768 |
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We acknowledge the above-listed attorneys and agents and their firm Kilpatrick Stockton LLP represent our employer (if we are employees and this application has been or will be assigned to our employer) or the entity with which we have contracted (if we are independent contractors and this application has been or will be assigned to such entity) and in such cases do not represent us individually. We further acknowledge that we have not established, nor will we seek to establish, any personal attorney/client relationship with Kilpatrick Stockton LLP in connection with this application and understand that, should we require legal representation, we will obtain such, at our expense, other than through Kilpatrick Stockton LLP.

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Send Correspondence to: John S. Pratt, Esq.
Kilpatrick Stockton LLP
1100 Peachtree Street, Suite 2800
Atlanta, Georgia 30309-4530

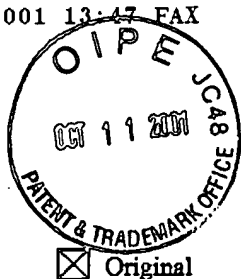
Direct telephone calls to: J. Michael Boggs (336) 747-7536

We hereby declare that all statements made herein of our own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Full name of first inventor Charles E. Reddick
Inventor's signature Charles E. Reddick Date 8-23-2001
Residence 100 Cheffey Road, Palatka, Florida 32177
Citizenship United States of America
Post Office Address Same as above

Full name of second inventor Roy Edward Glascoe, Jr.
Inventor's signature _____ Date _____
Residence 320 Tidwell Circle, Alpharetta, Georgia 30004
Citizenship United States of America
Post Office Address Same as above

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Full name of first inventor Charles E. Reddick

Inventor's signature _____ Date _____

Residence 100 Cheffey Road, Palatka, Florida 32177Citizenship United States of AmericaPost Office Address Same as aboveFull name of second inventor Roy Edward Glascoe, Jr.Inventor's signature *Roy Edward Glascoe, Jr.* Date 10-01-01Residence 320 Tidwell Circle, Alpharetta, Georgia 30004Citizenship United States of AmericaPost Office Address Same as above

36968-259627
WINLIB01:893863.1

Notary Public, Gwinnett County, GA
My Commission Expires August 1, 2005

Ray G. Samal